

## **WIOA Individual Training Account Policy**

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### **Policy Memorandum 16-02, revision 2**

Date: February 13, 2025

To: All Workforce Innovation & Opportunity Act (WIOA) Contracted Service Providers (WIOA service providers)

Purpose: To provide guidance to WIOA service providers utilizing Individual Training Accounts (ITAs) to provide training services for eligible clients.

Rescissions: WIOA ITA Policy 16-02, Rev 1, approved by Workforce Development Board on May 26, 2021

References: WIOA Section 134; 20 CFR 680.210; 20 CFR 680.230; 20 CFR 680.340; Training and Employment Guidance Letter (TEGL) WIOA, No.3-15 Guidance on Services Provided through the Adult and Dislocated Worker Program under WIOA (July 1, 2025); Employment Development Department (EDD), Workforce Services Directive (WSD) 18-03, Pathway to Services, Referral, and Enrollment (August 29, 2018); EDD, WSD18-10, WIOA Training Expenditure Requirement (January 31, 2019); EDD, WSD 19-10, Recovery of WIOA Tuition and Training Refunds (February 20, 2020); EDD, WSD 21-03, WIOA Eligible Training Provider List—Policy and Procedures (November 10, 2021); EDD, WSD 22-15, WIOA Data Validation Source Documentation (June 27, 2023); EDD, WSD 24-04, WIOA Title I, Eligibility Technical Assistance Guide (September 26, 2024); EDD, WSD 24-05, CalJOBS Activity Codes (October 10, 2024); EDD, WSD 24-07, Performance Guidance (November 26, 2024).

### **Background:**

WIOA authorizes three types of “career services” for adults and dislocated workers: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. WIOA service providers must determine WIOA eligibility to be able to receive assistance from the adult or dislocated worker programs.

The Workforce Innovation and Opportunity Act further provides that training services be focused on occupations for which a demand for trained workers exists or is forecast to occur in the future. Section 134(c)(3)(A) of the Workforce Innovation and Opportunity Act of 2014 references:

“Training services ... directly linked to occupations that are in demand in the local area, or in another area to which an adult or dislocated worker receiving such services is willing to relocate. In alignment with the WIOA key reform principals, and service requirements, statistical information on industry and occupational projections must be provided and given strong consideration when determining training.”

### **Policy:**

#### **A. Local Guidelines for Training Services**

1. In accordance with WIOA, if available, other funding sources (non-WIOA) must be utilized as the first source of payment for training programs. This includes but is not

limited to Pell grants, California College Promise Grant (CCPG) formerly Board of Governor's Enrollment Fee Waiver (BOG), scholarships, and others.

2. ITAs will be capped/limited to **\$10,000** for the duration of WIOA enrollment. The **\$10,000 does not** include the cost of Supportive services. The maximum supportive services amount for the duration of enrollment is listed in the local Supportive Services policy.
3. If similar training (curricula and timeframes) is available at both public and private training institutions, the local WDB will only pay up to the cost of training at the public training institution. The WIOA participant could opt for the private school but would only receive an ITA for an amount equal to the Public School's cost.
4. The standard training is considered to be one year. Maximum training time will be 2 years. In instances where training extends over a two-year period, WIOA staff will prepare one voucher to reflect the total cost of the training that is to be committed. Vouchers should be submitted for the training and supply costs outlined by the institution.
5. ITAs and On-The-Job Trainings (OJTs) can be combined as long as total funding stays below a **\$10,000** cap. Refer to the local OJT policy (16-03) for additional details.
6. The maximum amount for an ITA will be paid for sector occupations including health care careers, construction, and the retail sub sector of trade transportation and utilities sectors for occupations linked to in-demand employment opportunities on the *Demand Occupation List*. ITAs can be written for unlisted occupations that will be paid at \$3,500 maximum.
7. WIOA service provider staff will inform and facilitate career decisions. However, the customer retains the choice to access training for WDB-approved demand occupations from any ITA-eligible training provider on the statewide eligible training provider list (ETPL).
8. ITAs are valid for a period of one semester, one quarter or the equivalent division of training from the date of issuance. ITAs are renewable based on successful completion of each training period, funding availability and continued occupational demand.
9. The WIOA service provider must input the required information into the State's CalJOBS system, including the Advanced Individual Fund Tracking (AIFT), for all ITA activities and vouchers.
10. The WIOA service provider is responsible for completing the training agreement, obtaining progress reports, assisting clients with placement in a job, and conducting follow-up. WIOA service providers must maintain contact with clients to help assure successful participation and completion. Case-notes are required to be updated in CalJOBS on a monthly basis at minimum throughout the training period to document program progression.
11. There is no work authorization verification in WIOA for training program services. However, at times, when an employer of record is coordinating services (e.g.OJT)

concurrently with an employer, an individual cannot participate unless they are authorized to work in the U.S.

## **B. Eligibility for Training**

There is no sequence of service requirement for career and training services using WIOA funds for the provision of occupational classroom training.<sup>1</sup> Under WIOA, training services may be provided if after an interview, evaluation or assessment, and career planning the individual:

1. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
2. Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
3. Has the skills and qualifications to successfully participate in the selected program of training services

## **C. Eligible Training Provider List**

The intent of the Workforce Innovation and Opportunity Act (WIOA) is to allow job seekers, who are eligible to receive training services, freedom of choice in selecting a training program from the State's Eligible Training Provider List.

California's Eligible Training Provider List (ETPL) was established in compliance with the Workforce Investment Act (WIA) of 1998 and amended by the Workforce Innovation and Opportunity Act (WIOA) of 2014 to provide customer-focused employment training resources for adults and dislocated workers. Training providers who are eligible to receive Individual Training Accounts (ITAs) through WIOA Title I-B funds are listed on the ETPL. The WIOA ETPL Policy and Procedures issued by the EDD governs the operation of the ETPL in California.

California's statewide list of qualified training providers offers a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs.

## **D. Demand Occupations**

All training services supported through the Santa Cruz County Workforce Development Board must be directly linked to occupations that are in demand in the local area, or in another area to which an adult or dislocated worker receiving such services is willing to relocate. Exceptions may be granted on a case-by-case basis.

Occupations in demand of skilled workers or occupations in industries with a sustained high demand or growth are defined by the Santa Cruz County Workforce Development Board. This information is periodically updated and released through the attached *Demand Occupation List*.

## **E. Exception to policy**

Under special circumstances, on a case-by-case basis and with proper justification, WIOA service providers could request a waiver to exceed the **\$3,500** from the WDB Sr. Analyst and with approval from the Workforce Development Board Director.

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<sup>1</sup> WIOA Section 134 (c) (3)

WIOA service providers should submit an ITA Policy Exception Memo (Attachment II) with the explanation and justification (ie. labor market information) for the exception.

## **F. Individual Training Accounts**

### **Payment Timeframes**

Individual Training Account voucher payments will be made in two separate installments for all private, for-profit training vendors as follows:

- Enrollment Payment= 50% of Total
- Midpoint Payment = 50% of Total

For the initial payment, WIOA enrollment and training vendor enrollment must be verified. For the midpoint invoice payment, the participant must have completed 50% of the course hours and a corresponding progress report should be included with the invoice. The progress report must indicate that the training midpoint has been reached. WIOA service provider staff must make a verifiable case note entry in Cal JOBS to correspond to this information.

### **Participant and Training Provider Check-in/Contact**

WIOA service providers should maintain regular contact with WIOA participants engaged in training. WIOA service provider staff should create a CalJOBS case note entry with details of the contact with either the participant and/or the training provider. Depending on the length of the training, WIOA service provider staff should check monthly or quarterly with participants and/or training providers to ensure the participant is still in the training program. If services are no longer being rendered within the refund timeline agreed upon in the training provider's contract, then a refund for the portion of services not received must be recovered. Refer to the local Recovery of WIOA Tuition and Training Refunds policy (24-04) for details on the recapturing of any unused training funds.

## **G. Priority of Service Policy**

WIOA service providers will implement the WDB's *Priority of Service Policy* for designated populations of WIOA customers/applicants for those interested in individualized career services and training services.

## **H. Supportive Services**

WIOA service providers will arrange for supportive services during training and employment to eliminate barriers and improve retention according to the WDB's *Supportive Service Policy*. This may include work clothing, tools, childcare, finger printing, and transportation assistance. The need for supportive services will be documented in the Individual Employment Plan (IEP), as well as Cal JOBS case notes. The need will be revised as needed. Supportive services are paid based on an approved invoice and backed up by receipts and/or provider signatures. Using the CalJOBS AIFT system, WIOA service providers will track Supportive Service amounts authorized and stay within budget allocation and the WDB *Supportive Service Policy*.

Supportive Services claims will be submitted on a monthly basis but no later than 30 days after the conclusion of the training activity.

## **I. CalJOBS Data Validation/Activity Codes**

WIOA service provider will ensure the correct activity codes associated with an ITA (with begin/end dates) are created in CalJOBS, based on the relevant training documents (e.g. development of the IEP, training proposal and credential upon completion of the training)

that have collected and uploaded to CalJOBS. Source documentation is required to be collected and maintained for each data element.

## **J. WIOA Performance**

Performance measures are quantifiable by the data that is entered into CalJOBS. Two primary indicators of WIOA performance directly applicable to training are as follows:

### **1. Measurable Skills Gain (MSG)**

All participants who are enrolled in a training program (including OJT) during participation in WIOA are included in this measure. Participants are tracked in real time to verify their skill gained to meet a MSG goal/measure( e.g. Transcript/Report Card; Progress towards established milestones; Skills Progression(passage of an exam)). Documentation collected to verify the skill gain is contingent upon the type of MSG. All MSGs that the participant earns must be documented and recorded in CalJOBS.

### **2. Credential Attainment**

Those enrolled in a training program (excluding OJT) during participation in WIOA who successfully complete their training, fulfill all requirements to receive an industry recognized credential and provide credential verification are counted as a success in this indicator. This outcome is achieved using the CalJOBS 300 activity code with a “successful completion”.

Note: The other four (4) WIOA Adult and Dislocated Worker performance indicators: Employment Rate 2<sup>nd</sup> and 4<sup>th</sup> Quarter after Exit; Median Earnings and Effectiveness in Serving Employers are based on unsubsidized employment.

**Action:** All WIOA service providers shall comply with the attached ITA policy. This policy memorandum is on-going and effective immediately.

**Inquiries:** Any questions regarding this policy memorandum may be directed to the WDB Director.

### **Attachments:**

- I. Demand Occupation List
- II. ITA Exception Memo

This policy authorized by: Workforce Investment Board, June 8, 2016; revised by Workforce Development Board on March 19, 2025

## Santa Cruz County High Demand Job Opportunities

*Santa Cruz County continues to see jobs returning to the local economy and prospects for lower unemployment are improving. Over the next five years, Santa Cruz County is projected to add more than 500 jobs. The occupations within the industry sectors identified by the Workforce Development Board of Santa Cruz County that have the best job prospects are shown below.*

<b>soc</b>	<b>Agriculture</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
11-9013	Farmers, Ranchers, and Other Agricultural Managers	1,437	136	\$45.00
45-2091	Agricultural Equipment Operators	308	44	\$21.30
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	185	23	\$29.90
<b>soc</b>	<b>Business &amp; Financial Operations</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
43-9061	Office Clerks, General	1,658	151	\$23.46
11-1021	General and Operations Managers	1,514	102	\$63.03
43-3031	Bookkeeping, Accounting, and Auditing Clerks	1,118	99	\$29.81
43-1011	First-Line Supervisors of Office and Administrative Support Workers	887	64	\$36.30
13-1199	Business Operations Specialists, All Other	875	65	\$38.99
13-2011	Accountants and Auditors	780	51	\$46.25
13-1111	Management Analysts	652	48	\$47.79
13-1082	Project Management Specialists	493	29	\$47.88
13-1161	Market Research Analysts and Marketing Specialists	492	43	\$37.21
11-3031	Financial Managers	451	32	\$85.24
13-1071	Human Resources Specialists	418	30	\$41.15
13-1081	Logisticians	107	9	\$43.32
15-2051	Data Scientists	99	8	\$58.99
<b>soc</b>	<b>Education &amp; Public Administration</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,574	189	\$20.29
37-3011	Landscaping and Groundskeeping Workers	1,318	149	\$21.83
11-9199	Managers, All Other	1,111	67	\$72.64
37-2012	Maids and Housekeeping Cleaners	834	102	\$20.38
33-9032	Security Guards	538	59	\$20.29
33-3051	Police and Sheriffs Patrol Officers	480	30	\$53.99
25-3031	Substitute Teachers, Short-Term	420	40	\$27.16
25-3021	Self-Enrichment Teachers	417	44	\$32.02
25-2011	Preschool Teachers, Except Special Education	407	36	\$22.79
25-9099	Educational Instruction and Library Workers, All Other	367	26	\$33.03
11-9141	Property, Real Estate, and Community Association Managers	338	22	\$35.14
<b>soc</b>	<b>Engineering &amp; Environmental Science</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
17-2051	Civil Engineers	181	8	\$56.68
17-2199	Engineers, All Other	137	6	\$67.50
17-2141	Mechanical Engineers	136	7	\$62.26
11-9041	Architectural and Engineering Managers	134	7	\$105.24
17-2112	Industrial Engineers	133	7	\$60.82
<b>soc</b>	<b>Services</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
39-9031	Exercise Trainers and Group Fitness Instructors	359	66	\$31.15
39-9032	Recreation Workers	321	62	\$19.95
39-5012	Hairdressers, Hairstylists, and Cosmetologists	318	40	\$22.69
<b>soc</b>	<b>Healthcare</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
29-1141	Registered Nurses	1,675	81	\$77.12
31-9092	Medical Assistants	818	108	\$25.10
43-6013	Medical Secretaries and Administrative Assistants	693	68	\$23.51
31-1131	Nursing Assistants	534	70	\$22.79
21-1093	Social and Human Service Assistants	460	47	\$24.47
29-2061	Licensed Practical and Licensed Vocational Nurses	419	29	\$36.35
31-9091	Dental Assistants	354	45	\$24.23
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	343	31	\$30.14
11-9111	Medical and Health Services Managers	335	30	\$70.14
21-1021	Child, Family, and School Social Workers	321	23	\$38.08
29-2052	Pharmacy Technicians	298	24	\$26.06
11-9151	Social and Community Service Managers	207	16	\$40.82
29-1292	Dental Hygienists	186	11	\$60.19
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	181	38	\$21.25
29-2056	Veterinary Technologists and Technicians	161	16	\$26.73
29-2099	Health Technologists and Technicians, All Other	156	10	\$30.63
31-9011	Massage Therapists	139	19	\$33.41
21-1094	Community Health Workers	65	7	\$27.26
19-5011	Occupational Health and Safety Specialists	55	6	\$48.37
31-2021	Physical Therapist Assistants	54	9	\$40.96

<b>soc</b>	<b>Retail &amp; Hospitality</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
41-2031	Retail Salespersons	2,195	266	\$20.05
35-2014	Cooks, Restaurant	1,173	186	\$20.10
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	1,048	140	\$21.97
43-4051	Customer Service Representatives	1,029	108	\$24.71
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	838	61	\$41.83
43-4171	Receptionists and Information Clerks	587	69	\$20.72
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	503	41	\$41.54
11-2022	Sales Managers	459	27	\$59.09
11-9051	Food Service Managers	336	32	\$35.10
41-9022	Real Estate Sales Agents	324	22	\$35.00
41-2021	Counter and Rental Clerks	318	32	\$22.07
11-2021	Marketing Managers	234	16	\$85.19
<b>soc</b>	<b>Information/Technology and Science</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
15-1252	Software Developers	684	44	\$70.91
15-1232	Computer User Support Specialists	321	17	\$35.19
11-3021	Computer and Information Systems Managers	317	20	\$87.45
15-1299	Computer Occupations, All Other	270	15	\$55.38
15-1211	Computer Systems Analysts	236	12	\$54.28
15-1253	Software Quality Assurance Analysts and Testers	79	5	\$62.21
15-1212	Information Security Analysts	56	4	\$57.79
<b>soc</b>	<b>Manufacturing, Construction &amp; Transportation</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
53-7065	Stockers and Order Fillers	1,606	240	\$20.05
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	1,346	156	\$19.90
49-9071	Maintenance and Repair Workers, General	926	72	\$27.55
53-3032	Heavy and Tractor-Trailer Truck Drivers	913	83	\$26.78
47-2061	Construction Laborers	896	66	\$26.54
53-3033	Light Truck Drivers	848	89	\$24.76
51-2092	Team Assemblers	830	74	\$23.61
47-2031	Carpenters	827	55	\$34.90
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	444	29	\$45.58
53-3031	Driver/Sales Workers	418	41	\$21.73
49-3023	Automotive Service Technicians and Mechanics	418	29	\$30.96
11-9021	Construction Managers	392	23	\$54.76
51-9111	Packaging and Filling Machine Operators and Tenders	366	35	\$19.86
53-1047	First-Line Supervisors of Transportation and Material Moving Workers	355	30	\$31.68
47-2111	Electricians	353	28	\$37.31
53-7051	Industrial Truck and Tractor Operators	321	27	\$21.44
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	318	29	\$24.81
47-2152	Plumbers, Pipefitters, and Steamfitters	316	23	\$37.16
51-1011	First-Line Supervisors of Production and Operating Workers	311	23	\$37.79
53-7061	Cleaners of Vehicles and Equipment	271	32	\$19.95
43-5061	Production, Planning, and Expediting Clerks	257	23	\$27.26
49-9041	Industrial Machinery Mechanics	172	14	\$31.44
49-3041	Farm Equipment Mechanics and Service Technicians	74	7	\$27.50
<b>soc</b>	<b>Other</b>	<b>2023 Jobs</b>	<b>Annual Openings</b>	<b>Avg. Hourly Earnings</b>
27-2022	Coaches and Scouts	242	29	\$31.73
27-3031	Public Relations Specialists	185	13	\$40.14
27-3043	Writers and Authors	177	15	\$44.38

*These occupations are in industries with projected growth from 2024-2029 (or a decline of less than 10%), that pay a wage of at least \$19.60/hour, or \$40,770 annually (current 300% poverty guideline for Santa Cruz County), have an education/experience level at or below the Bachelor's Degree level, and currently have at least 50 employed in Santa Cruz County.*

## POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director:

FROM: WIOA Service Provider:

SUBJECT: ☐ Exception to ITA Limit Policy  
☐ Exception to Supportive Service Limit  
☐ Exception to WIOA A/DW Policy:  
☐ Exception to WIOA Youth Policy:

Participant last name, first initial:

State ID#:

Vocational Goal:

Explanation:

☐ Labor market demand

☐ Hardship of individual:

☐ Other: *Explain in comment section below*

Comments:

WIOA service provider supervisor:

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Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain in comment section below*

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WDB Director and/or Designee Signature

Comments:

Return original to sender for participant's case file.

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